

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



June 14, 2002

ALL COUNTY LETTER NO. 02 - 42

TO: ALL COUNTY WELFARE DIRECTORS
ALL CalWORKs PROGRAM SPECIALISTS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☒ Clarification Requested by One or More Counties
- ☐ Initiated by CDSS

SUBJECT: USE OF THE WORK NUMBER FOR EMPLOYMENT VERIFICATION IN CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs) PROGRAM

The purpose of this All County Letter is to clarify the role of The Work Number and to address some questions about its use to verify applicant or recipient employment and income. The Work Number employment verification system is an agency used by employers to provide employment and wage verification information. Counties have noted that many companies that employ CalWORKs recipients contract with The Work Number for this purpose.

Counties are permitted to use The Work Number for employment verification in the same manner as they would use information provided by the employer. Counties may also use The Work Number when required to contact an employer for other income determinations, such as verification of the regularity of receipt, the gross or net amount, whether the income is excluded or exempt, or when the county is unable to determine year-to-date information, or the recipient is unable to provide the necessary verification. However, The Work Number should only be used as a secondary source of verification. Counties should first contact the recipient or applicant to request additional information or records.

Although counties may pay for a third-party verification (MPP Section 40-126.332), The Work Number provides the following information without cost: social security number, name, start/termination date, total time with employer, income for previous two years, 13 pay periods, year to date information, hours and gross wages, and medical and dental insurance information. This information is available within five working days.

Some counties have questioned the accuracy of information provided by The Work Number, for example, if the data provided by the Income and Eligibility Verification System (IEVS) does not match that provided by The Work Number. Following are methods counties may consider when there is a discrepancy in information provided by The Work Number and that obtained by the county.

- Contact the employer that contracts with The Work Number for the necessary information.
- Include documentation in the case file of the attempt to verify the information.
- If fraud is suspected, request the Special Investigative Unit (SIU) send a letter to the employer that contracts with The Work Number, or subpoena the necessary information from the employer.

For other questions or additional information, you may contact The Work Number directly at 1-800-996-7566 or visit their web page at www.theworknumber.com.

If you have any questions concerning this ACL, please contact Bev Skillicorn, CalWORKs Policy Analyst at (916) 654-1068; if you have questions concerning the IEVS Wage Match, please contact Barbara Cox, Manager, Fraud Detection Systems Unit at (916) 263-5735; and if you have questions concerning income verification, please contact Ernie Villalobos, CalWORKs Policy Analyst at (916) 654-1680.

Sincerely,

*Original signed by
Bruce Wagstaff*

BRUCE WAGSTAFF
Deputy Director
Welfare to Work Division

c: CWDA
CSAC